

FIG. 1

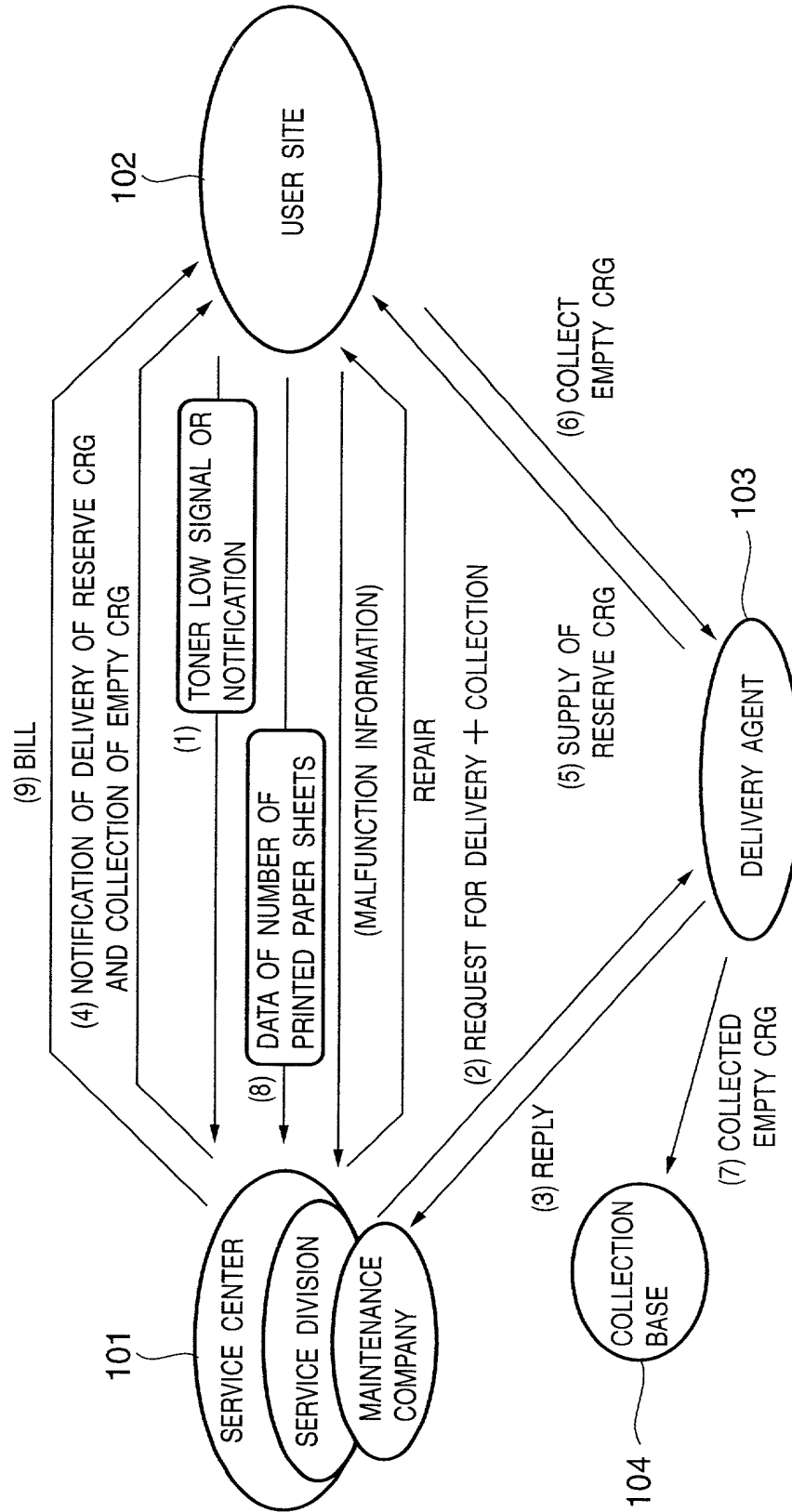


FIG. 2

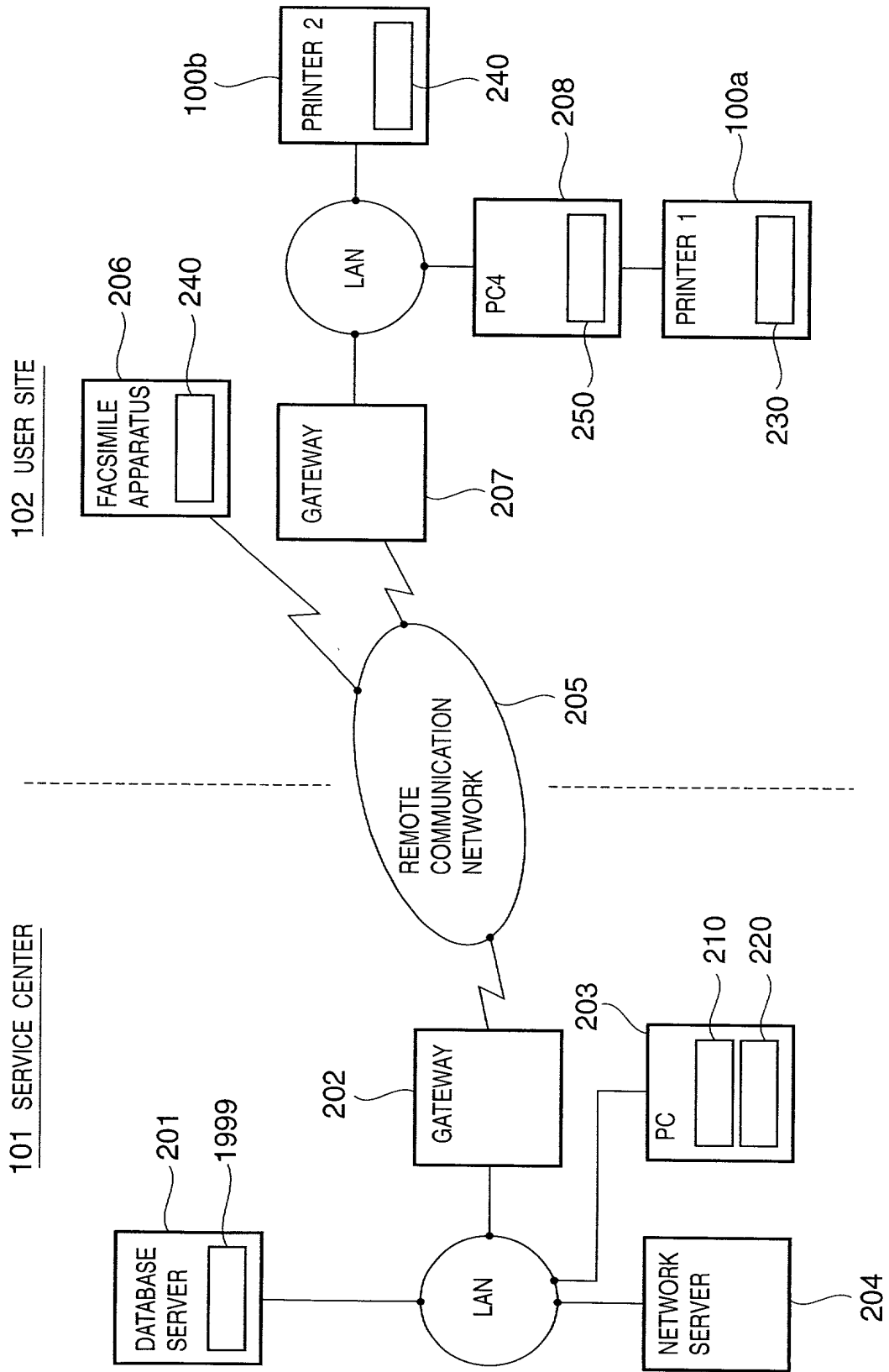


FIG. 3

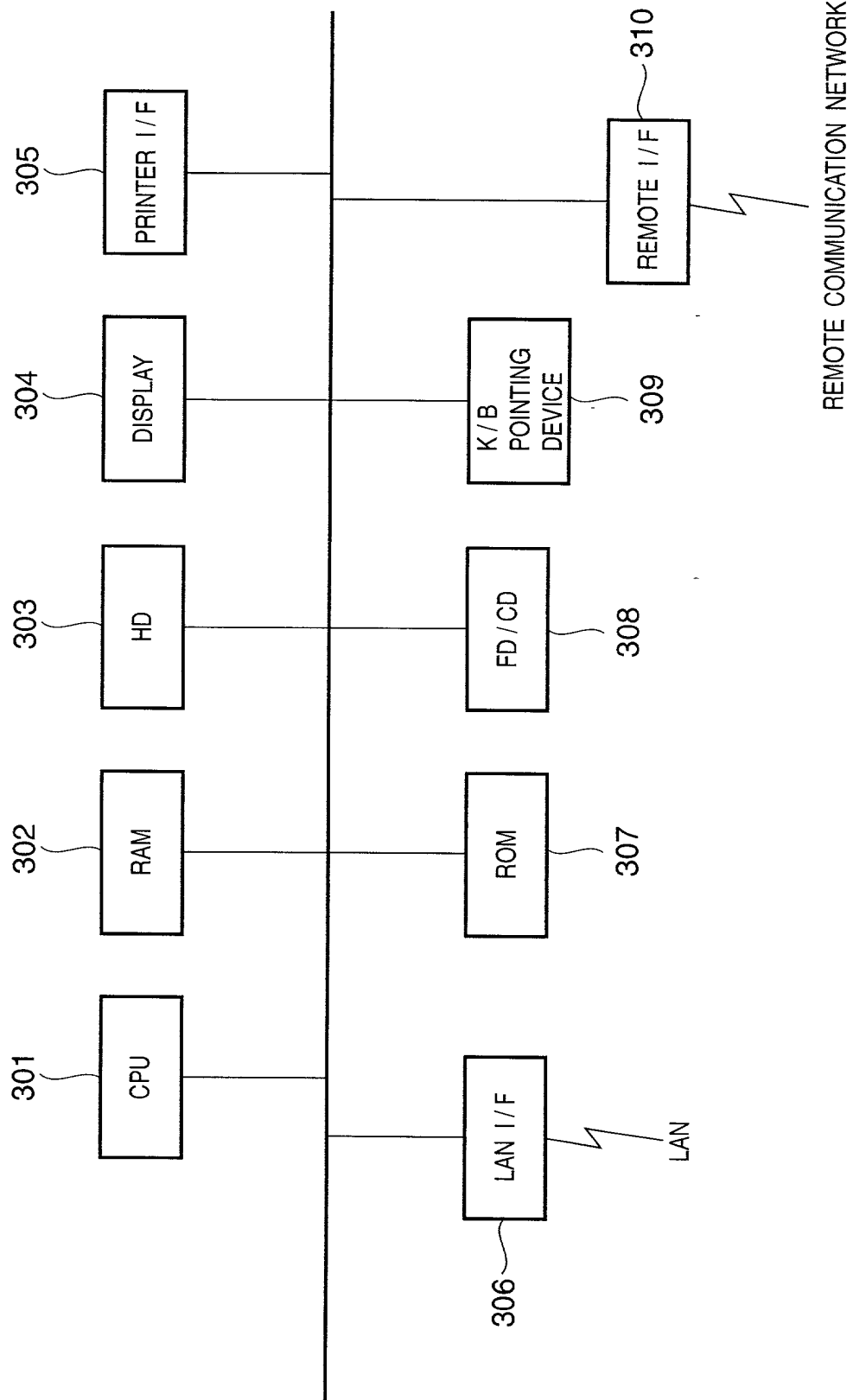




FIG. 5

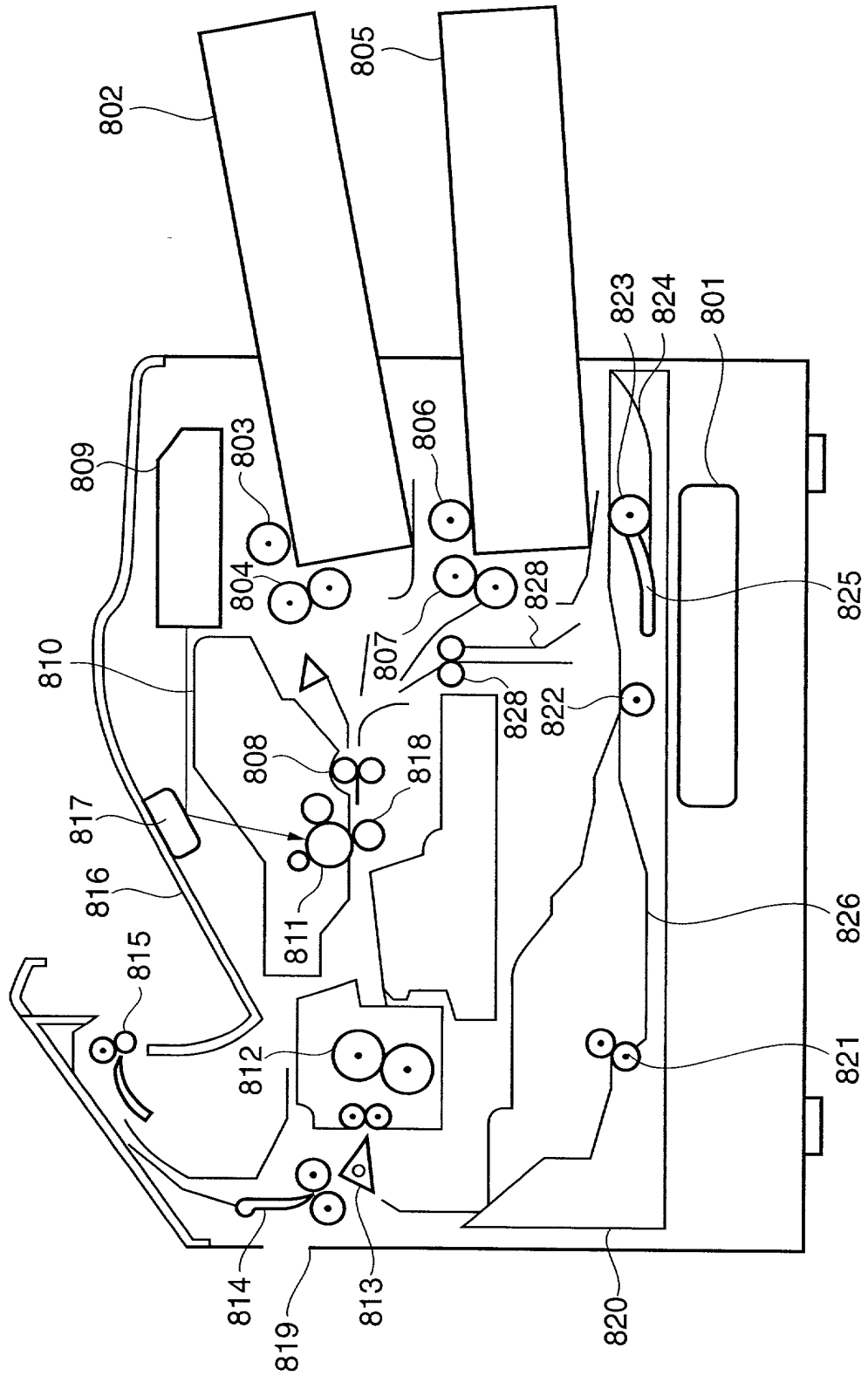


FIG. 6

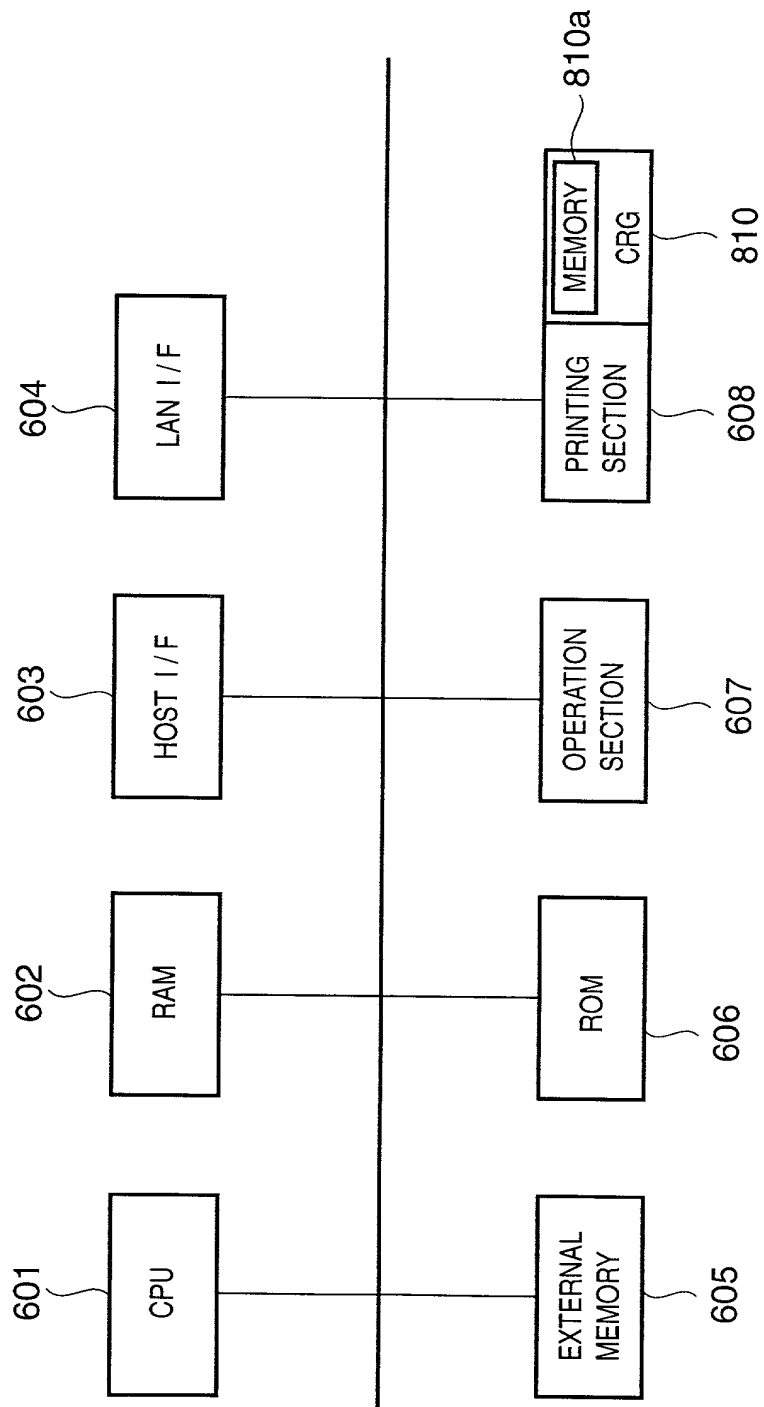
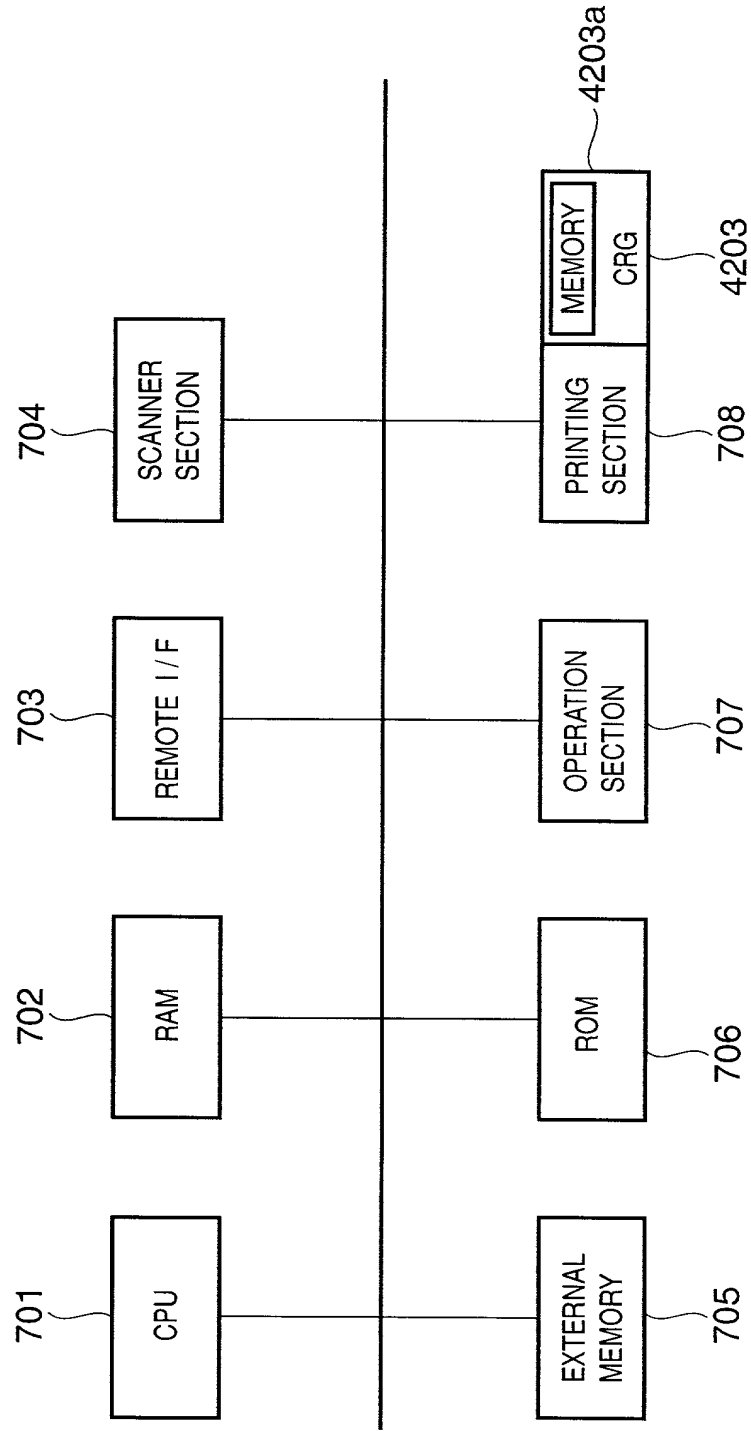
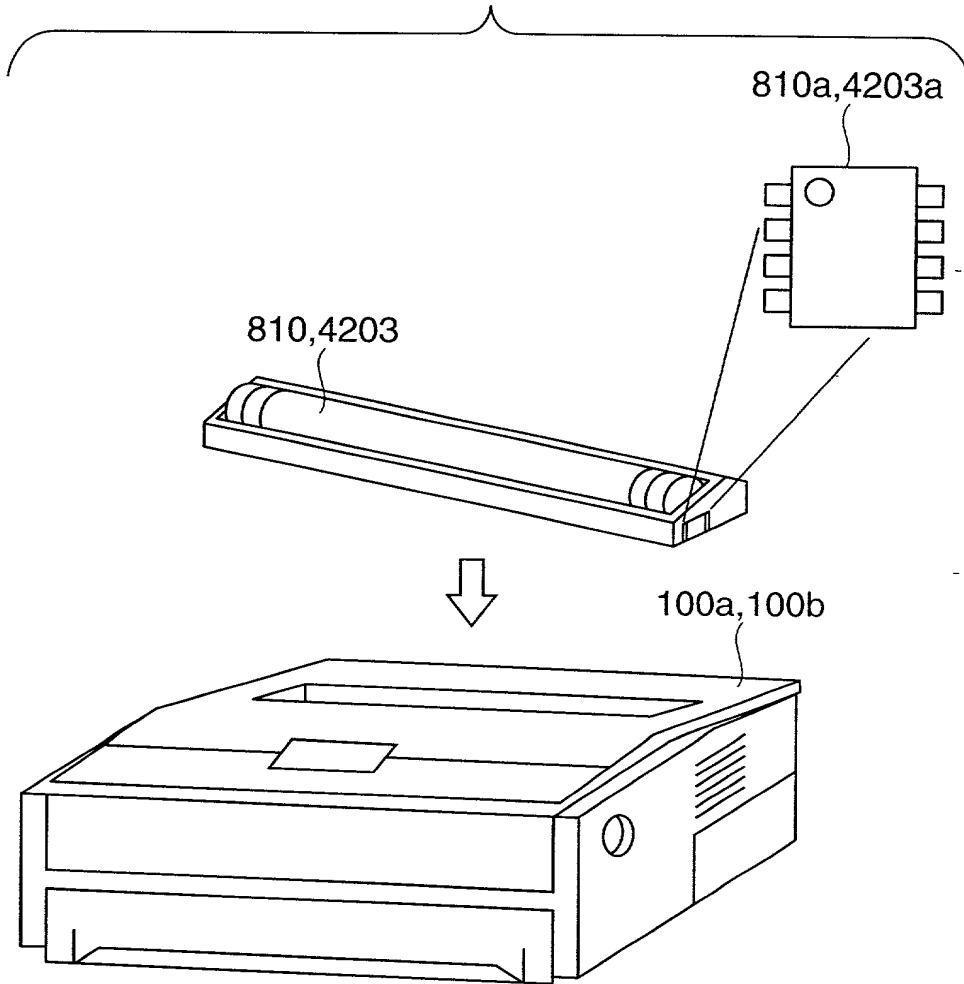


FIG. 7



**FIG. 8**

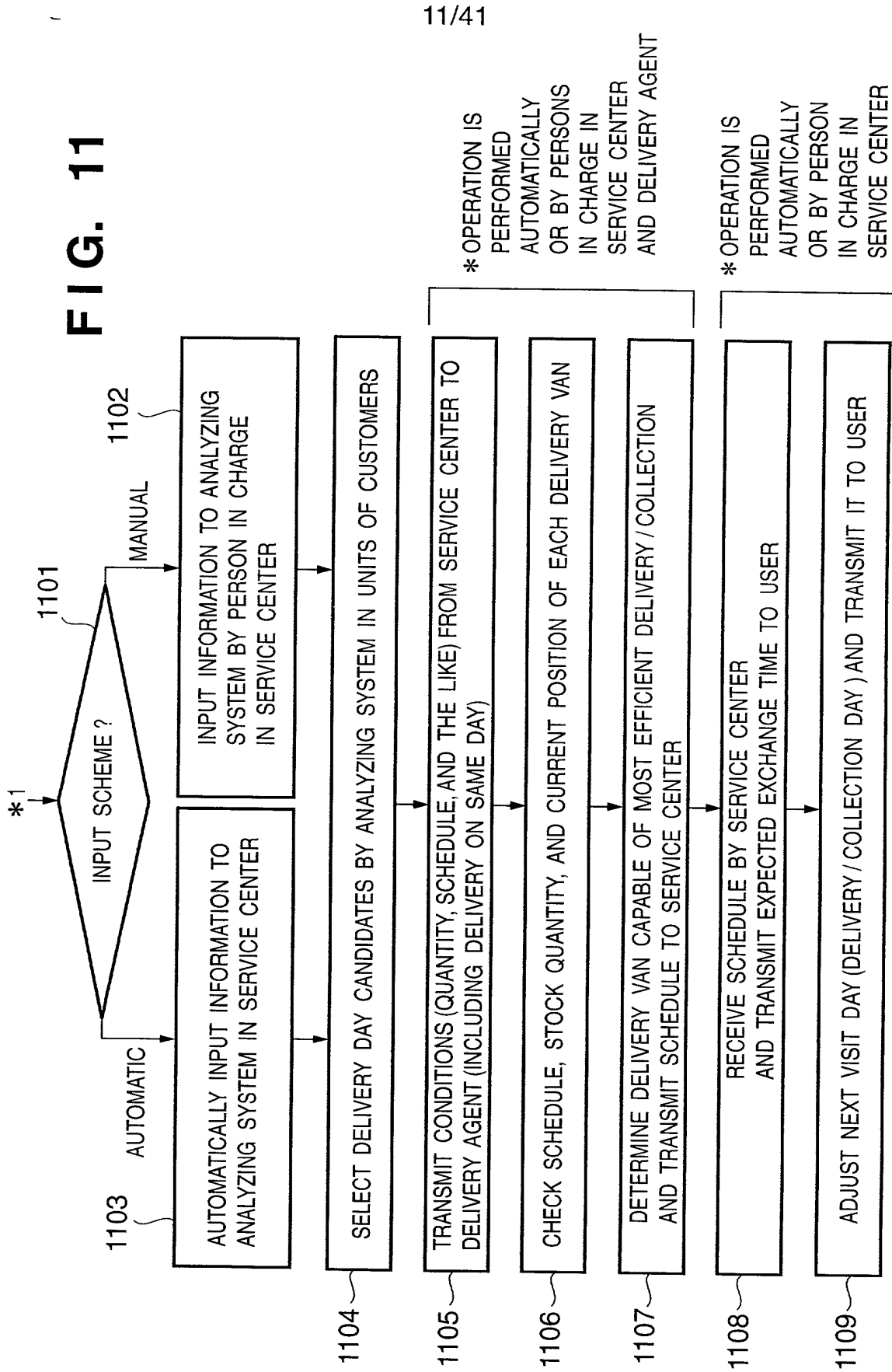


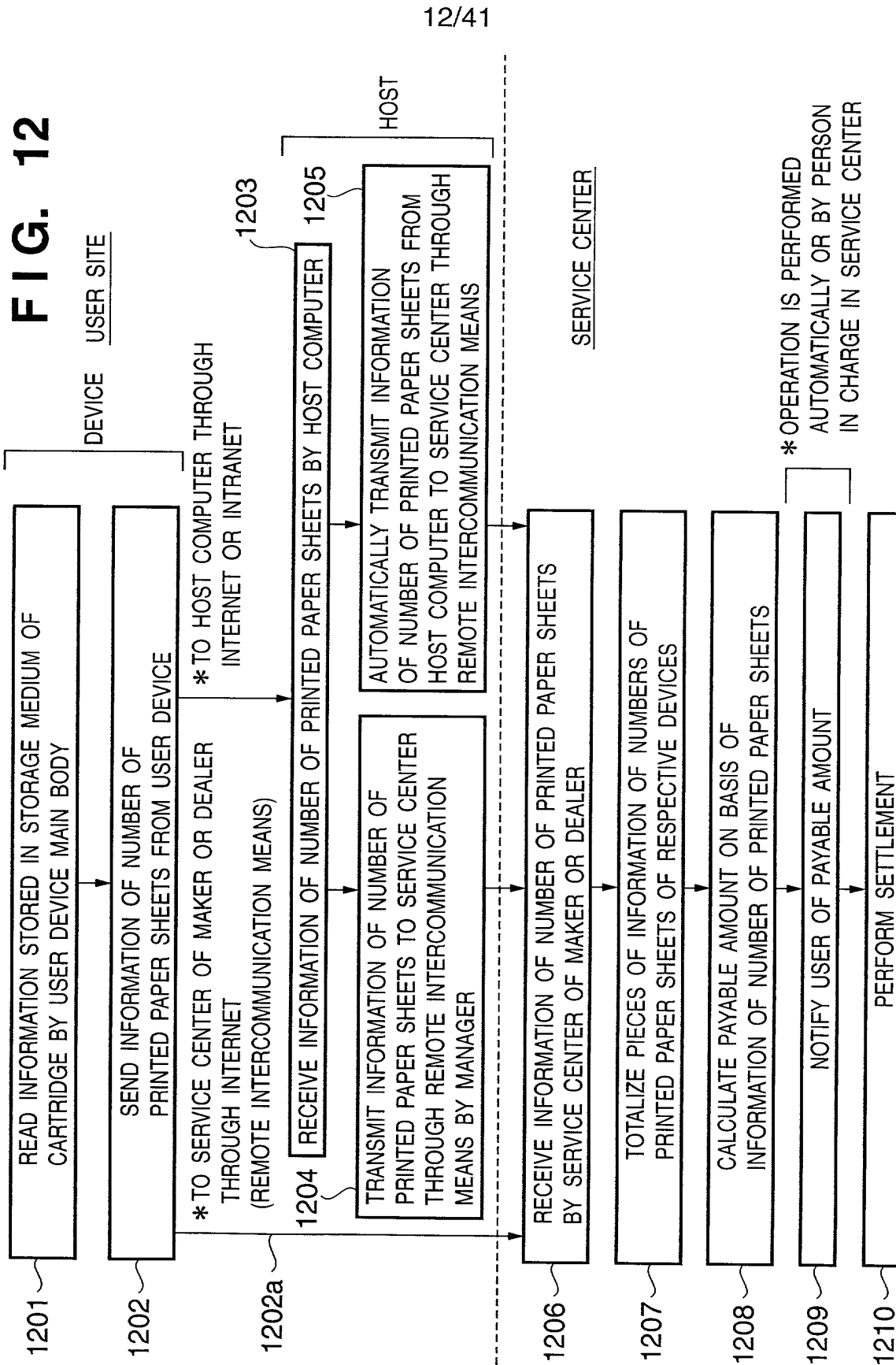


**FIG. 9**

	TOTAL COUNT / TOTAL JAM COUNT	901
	NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	902
	NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	903
	REMAINING TONER AMOUNT	904
	USE START DAY / END DAY	905
	USE PERIOD	906
	CARTRIDGE TYPE ID / SERIAL NO.	907







## FIG. 13

**! IT IS TIME TO EXCHANGE CARTRIDGE**

TONER IN YOUR MACHINE NAME IS RUNNING SHORT  
(\*OR \_\_\_\_\_% REMAINS)

EXPECTED EXCHANGE TIME IS  
\*\*\*\*\*YEAR\*\*MONTH\*\*DAY — \*\*\*\*\*YEAR\*\*MONTH\*\*DAY

MAY WE DELIVER RESERVE CARTRIDGE ?

\*IF YOU SELECT "YES", ADJUSTMENT OF VISIT DAY  
(DELIVERY DAY) WILL BE DONE ON NEXT WINDOW

IF "NO", WINDOW IS RE-DISPLAYED  
AFTER PREDETERMINED TIME

IF "YES", WINDOW IS SWITCHED TO  
ADJUSTMENT WINDOW

# FIG. 14

WE ADJUST VISIT DAY (DELIVERY DAY)

EXPECTED EXCHANGE TIME IS :  
 \* \* \* \* YEAR \* \* MONTH \* \* DAY — \* \* \* \* YEAR \* \* MONTH \* \* DAY

PLEASE INPUT CONVENIENT DAYS FOR YOU

< FIRST CHOICE >

YEAR  MONTH  DAY ~  MONTH  DAY

---

TIME:  TO  O'CLOCK

< SECOND CHOICE >

YEAR  MONTH  DAY ~  MONTH  DAY

---

TIME:  TO  O'CLOCK

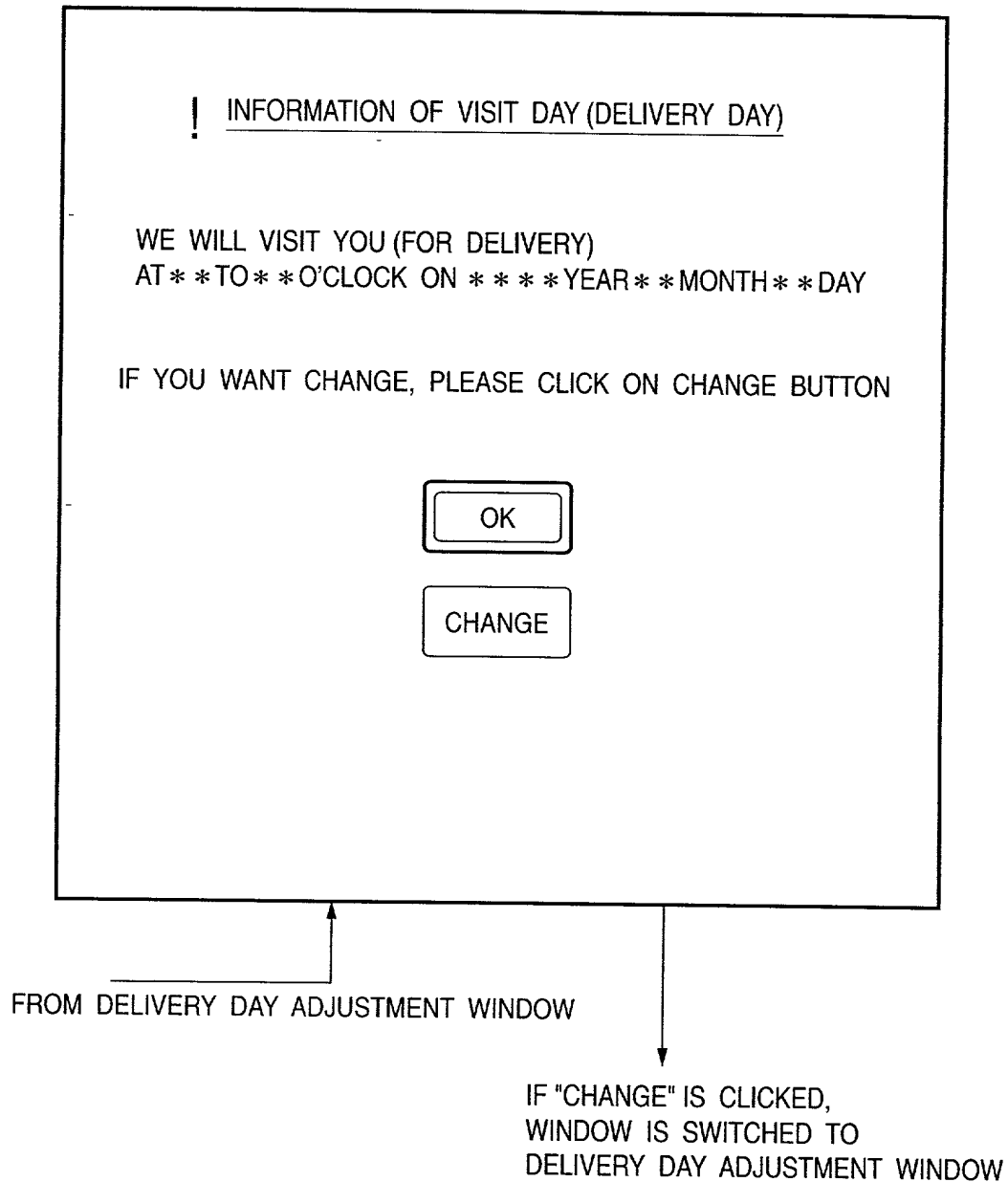
TRANSMIT

CANCEL

IF "CANCEL" IS CLICKED,  
 WINDOW RETURNS TO  
 TONER LOW NOTIFICATION WINDOW

IF "TRANSMIT" IS CLICKED,  
 WINDOW IS SWITCHED TO  
 DELIVERY DAY NOTIFICATION WINDOW

## FIG. 15



**FIG. 16**

! INVOICE

CHARGE FOR\*\*\*\*YEAR\*\*MONTH IS

NUMBER OF DEVICES COVERED BY AGREEMENT: ×× PIECES

TOTAL NUMBER OF PRINTED PAPER SHEETS:     △△ LEAVES

BASIC CHARGE:                                     □□ YEN

UNIT PRICE PER PRINT:                             YEN

\*\*\*\*\*DISCOUNT:                             ×××     (YEN / %)

PAYABLE AMOUNT:                             ○○○○ YEN

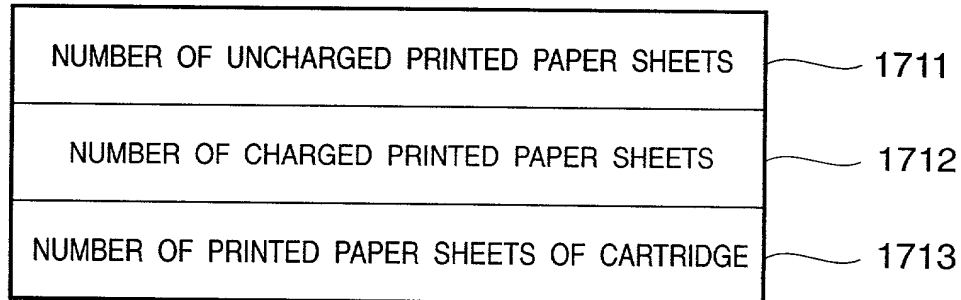
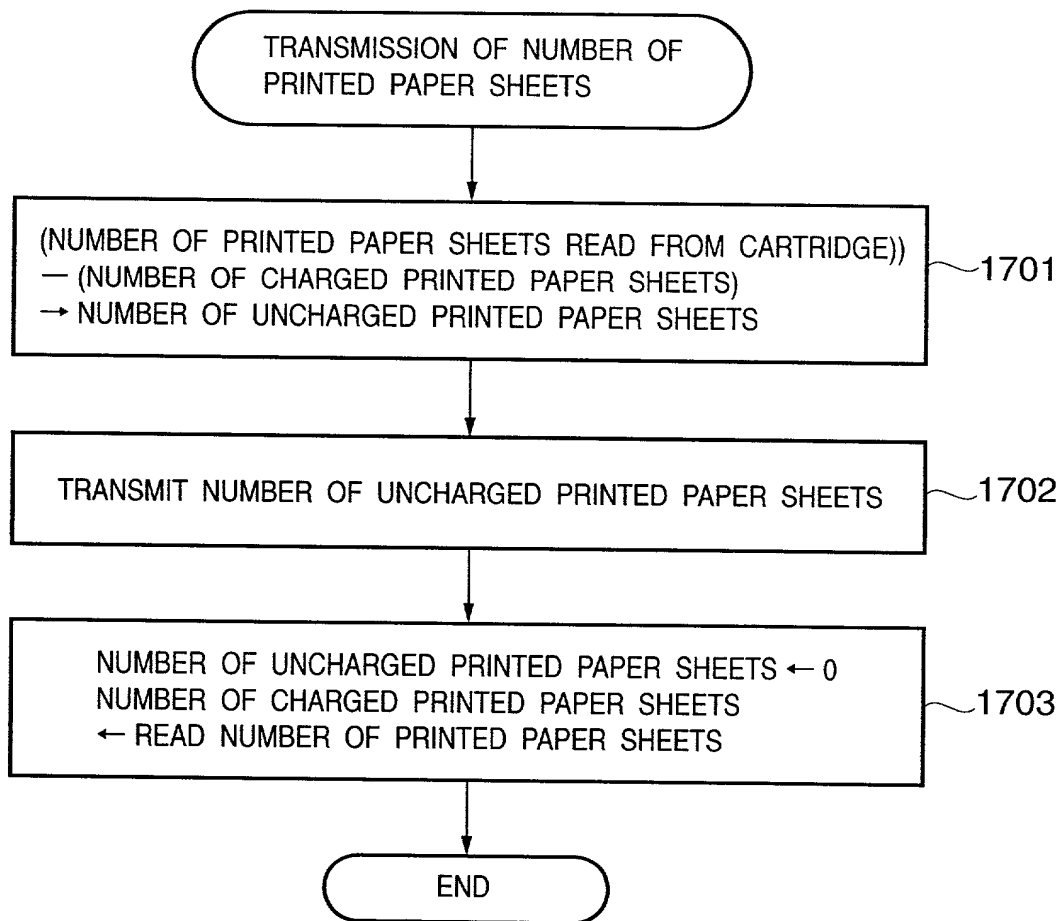
☐ IF YOU APPROVE, PLEASE CLICK ON "YES"

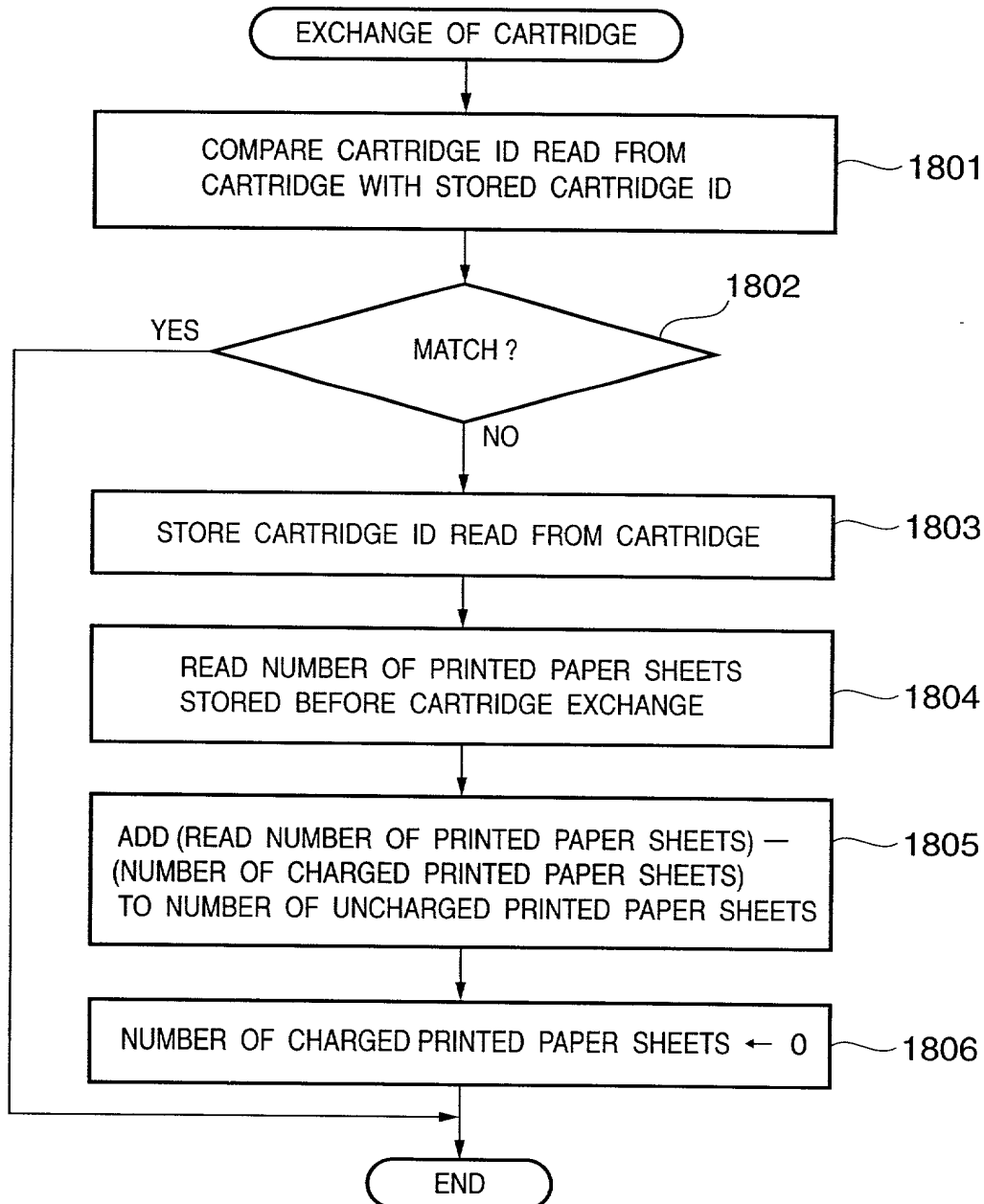
☒ IF THERE IS ANY QUESTION, PLEASE CLICK ON "NO".  
PERSONNEL IN OUR SERVICE CENTER WILL RESPOND.

YES

NO



**FIG. 17A****FIG. 17B**

**FIG. 18**

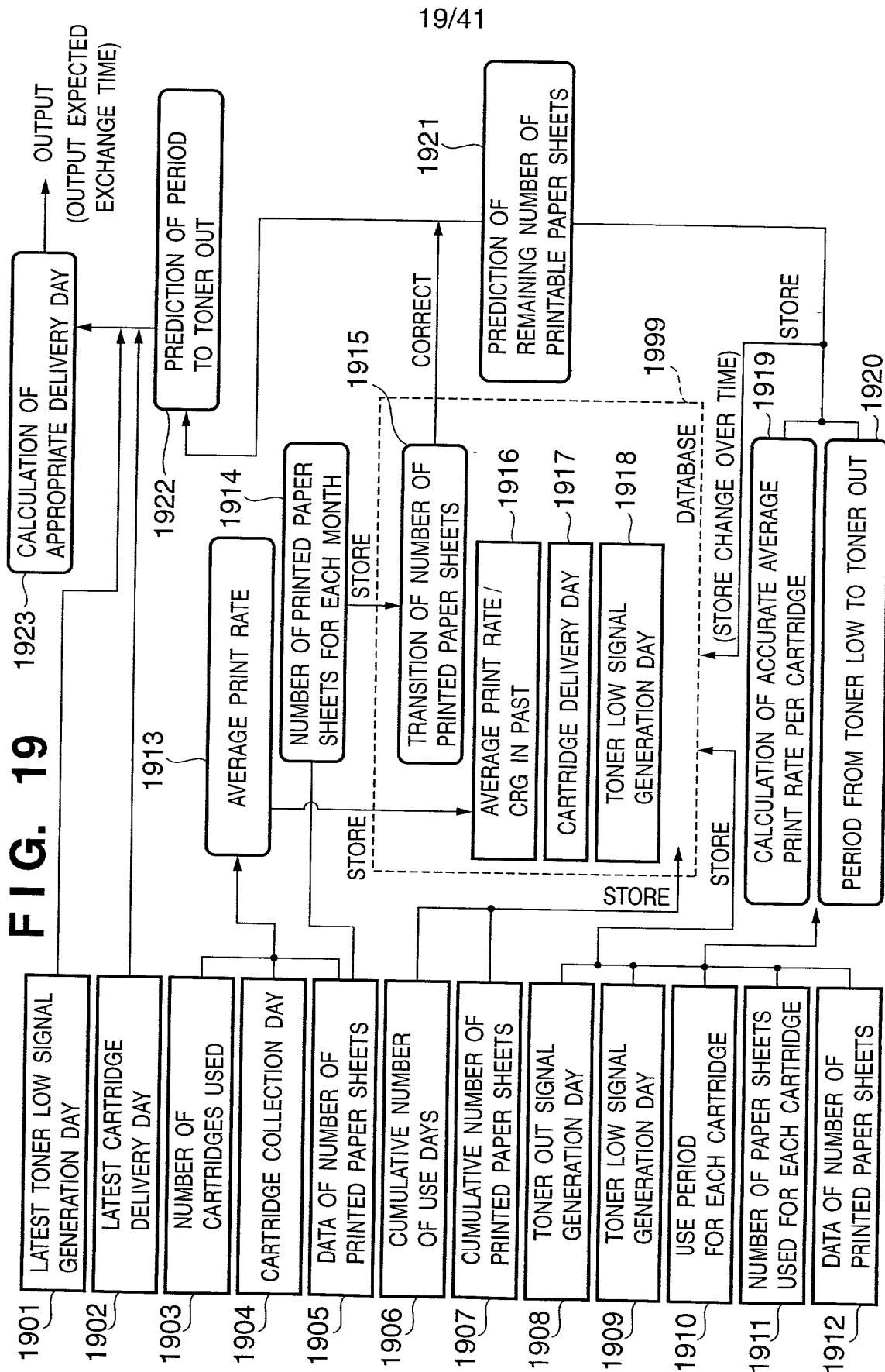
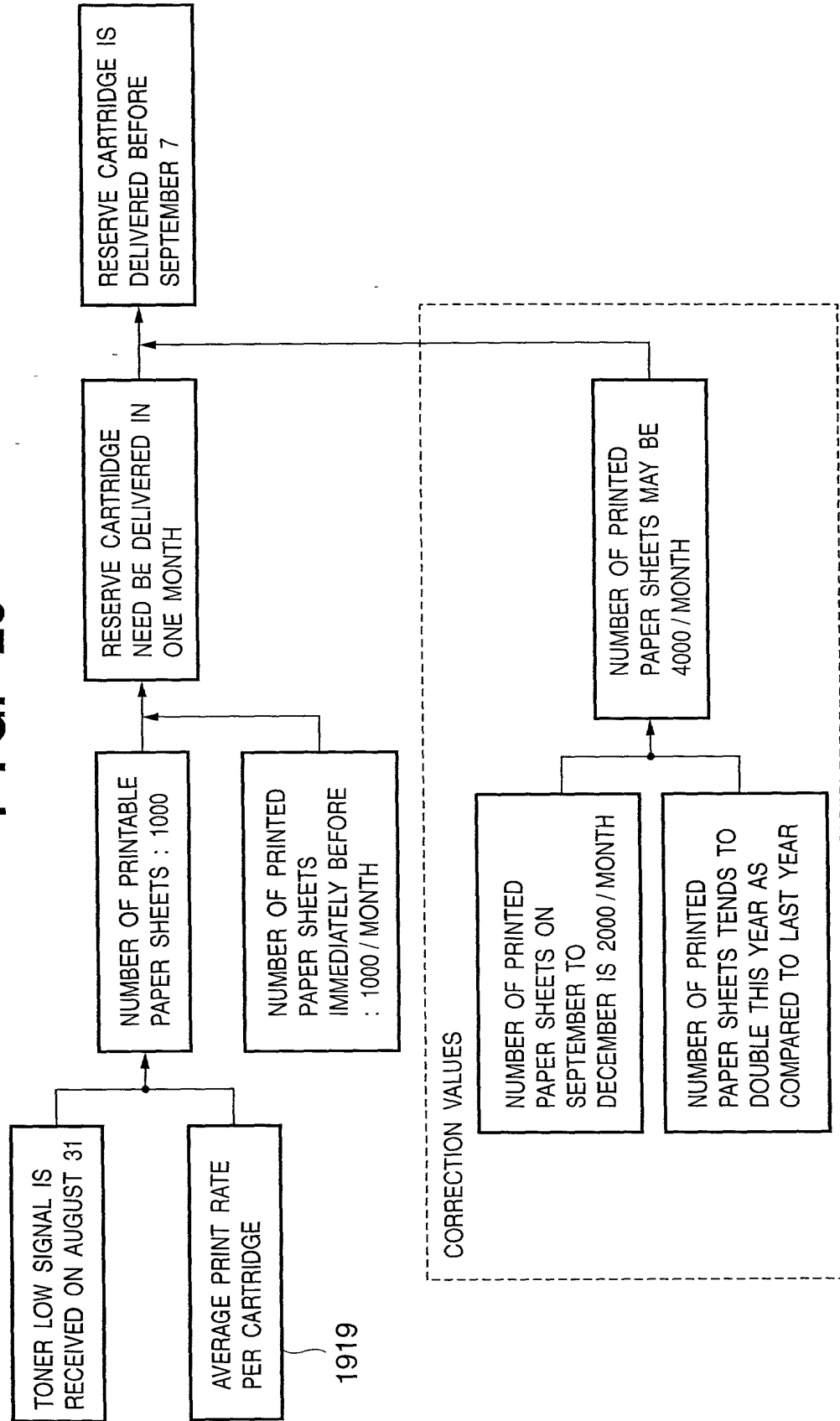


FIG. 20



2101

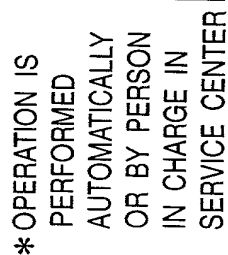


FIG. 22A

WE WILL ADJUST VISIT DAY FOR REPAIR

PLEASE INPUT CONVENIENT DAYS FOR YOU

<FIRST CHOICE>

YEAR

MONTH

DAY

 ~ 

MONTH

DAY

TIME:  TO  O'CLOCK

<SECOND CHOICE>

YEAR

MONTH

DAY

 ~ 

MONTH

DAY

TIME:  TO  O'CLOCK

TRANSMIT

CANCEL

FIG. 22B

MALFUNCTION SITUATION NOTIFICATION SHEET

PLEASE SELECT SYMPTOM OF YOUR MACHINE

☐ PAPER JAMS CONTINUE TO OCCUR

☐ IMAGE IS DIRTY

☐ NO IMAGE IS PRINTED

☐ . . . . .

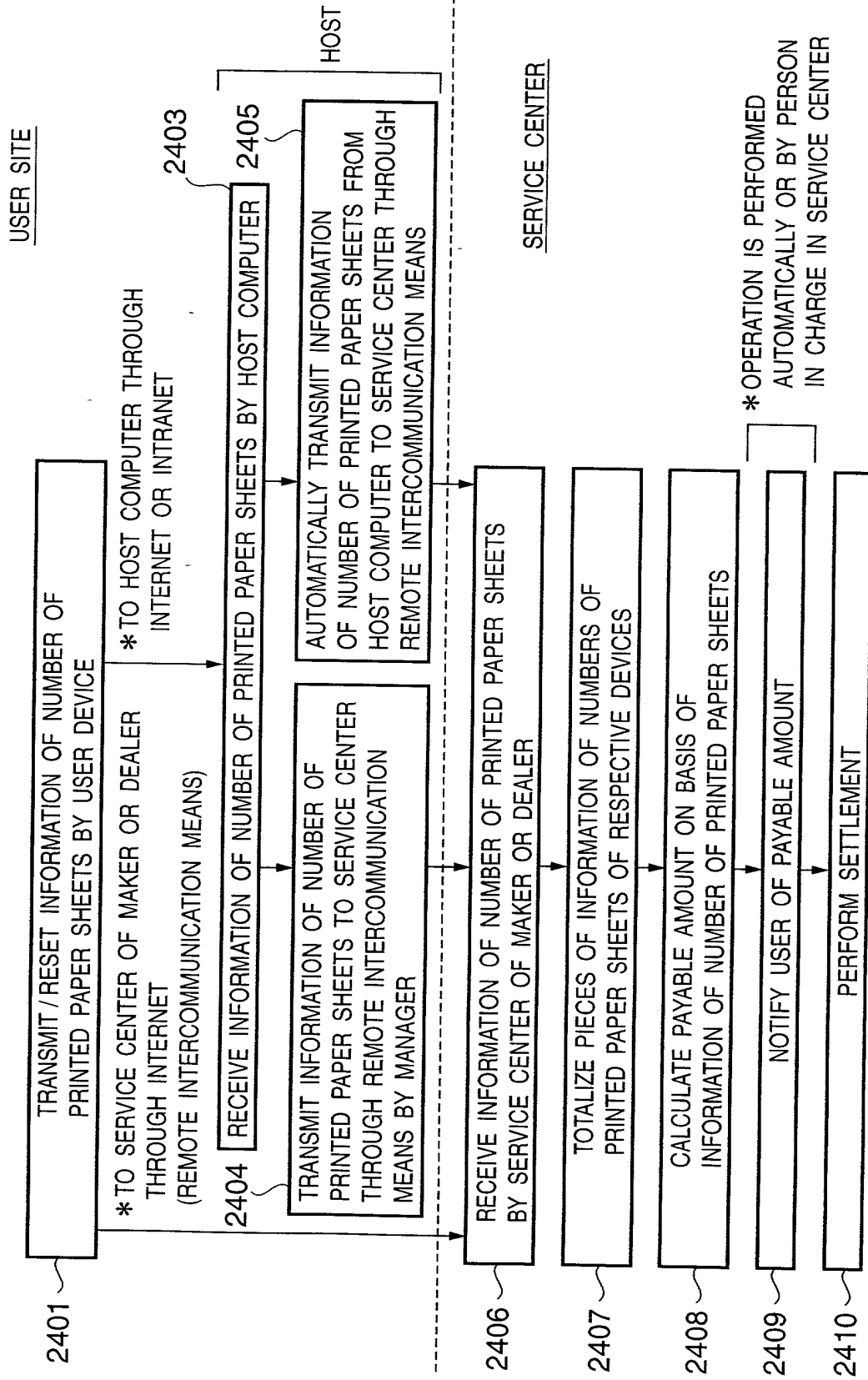
TRANSMIT

CANCEL

**FIG. 23**

TOTAL NUMBER OF PRINTED / JAMMED PAPER SHEETS	2300
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	2301
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	2302
SERVICE CENTER ADDRESS	2303
CARTRIDGE TYPE ID	2304

FIG. 24





**FIG. 25**

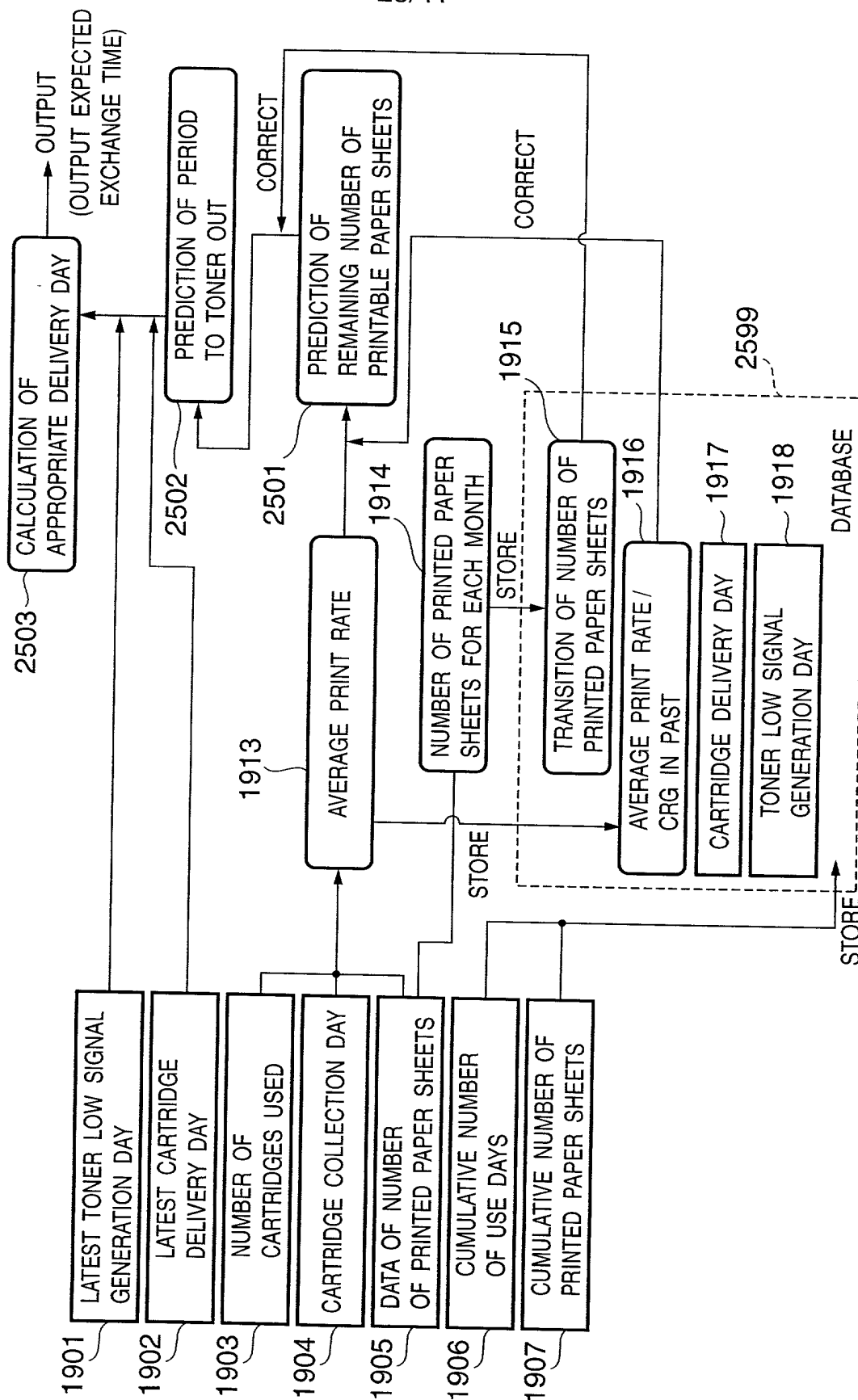


FIG. 26

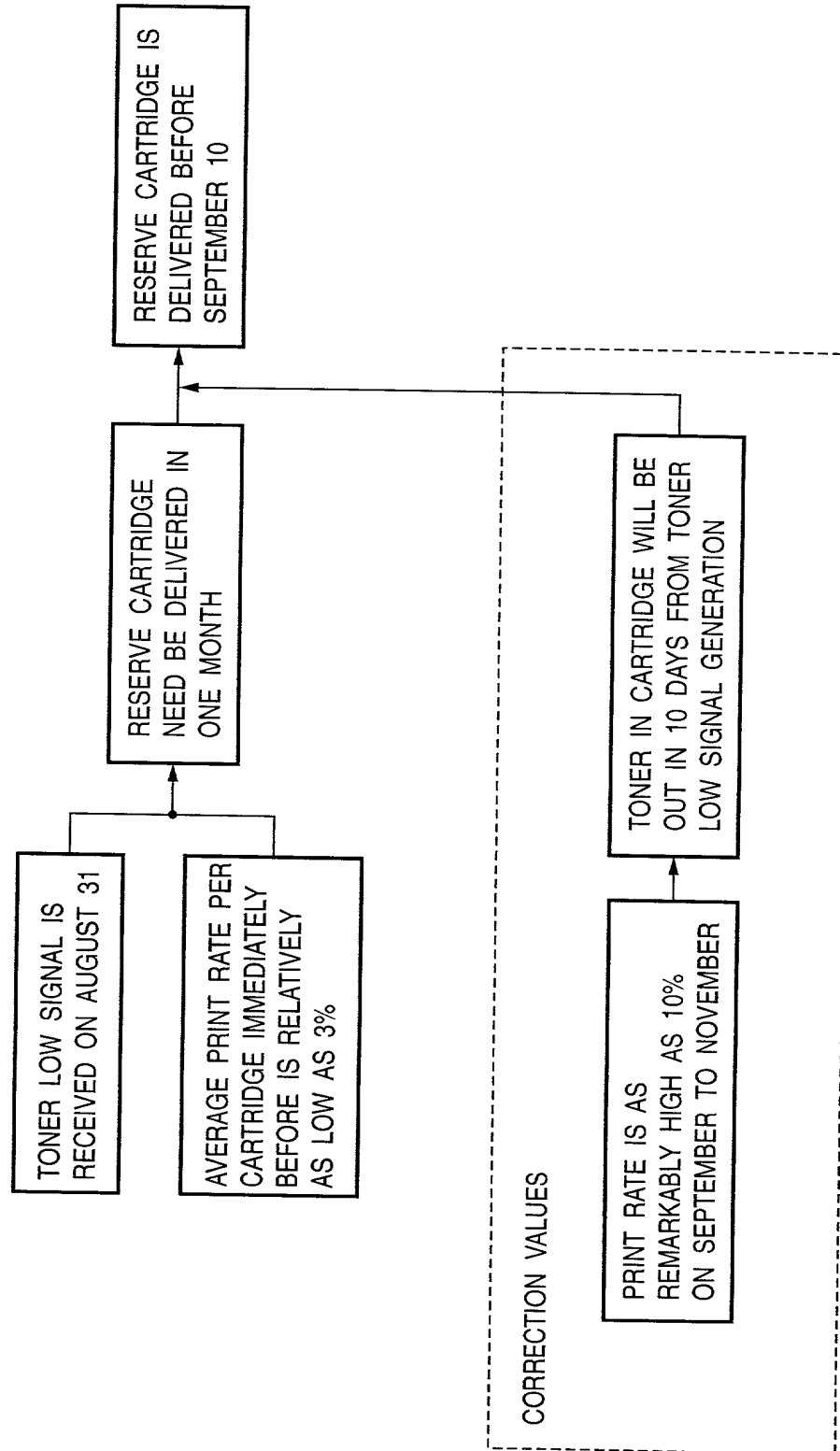


FIG. 27

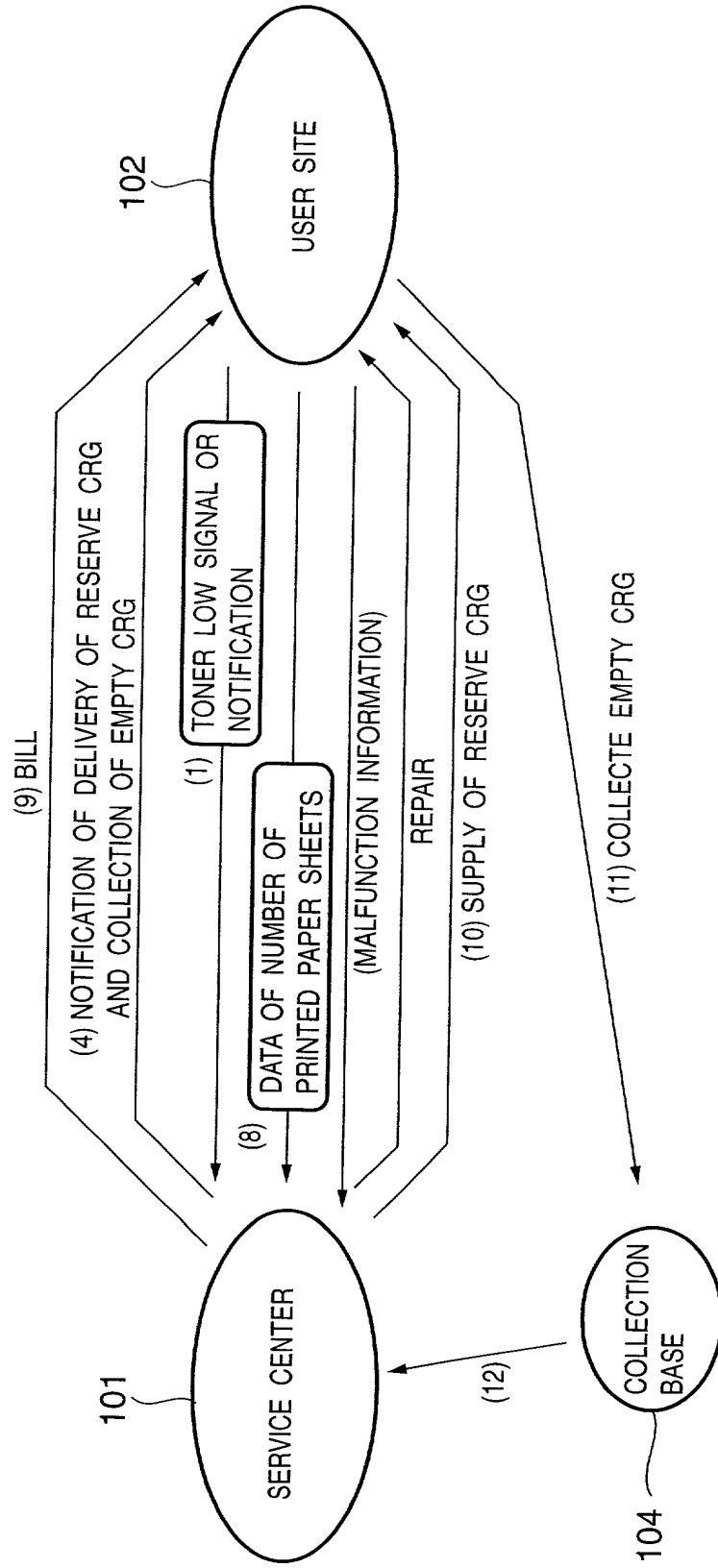


FIG. 28

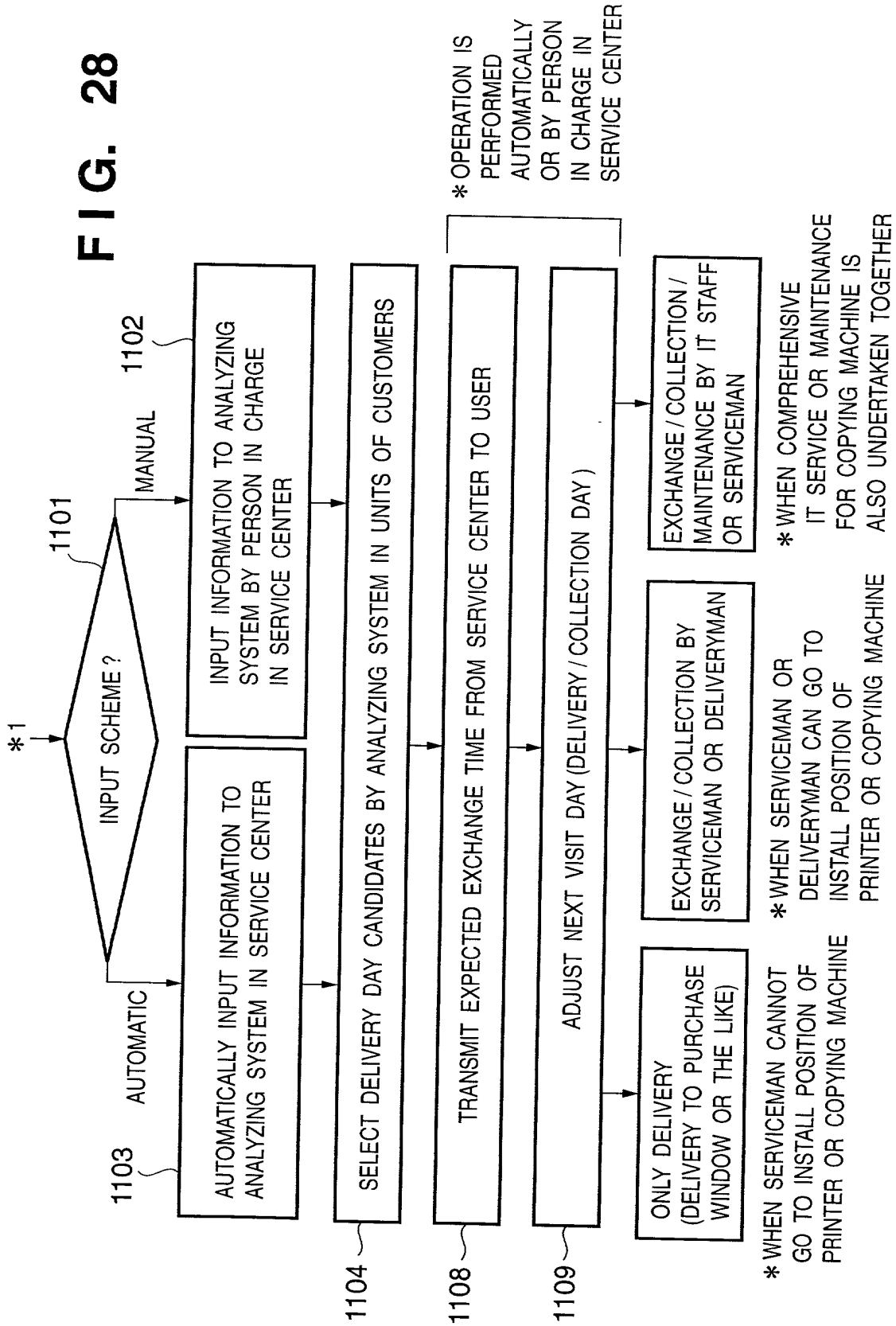


FIG. 29

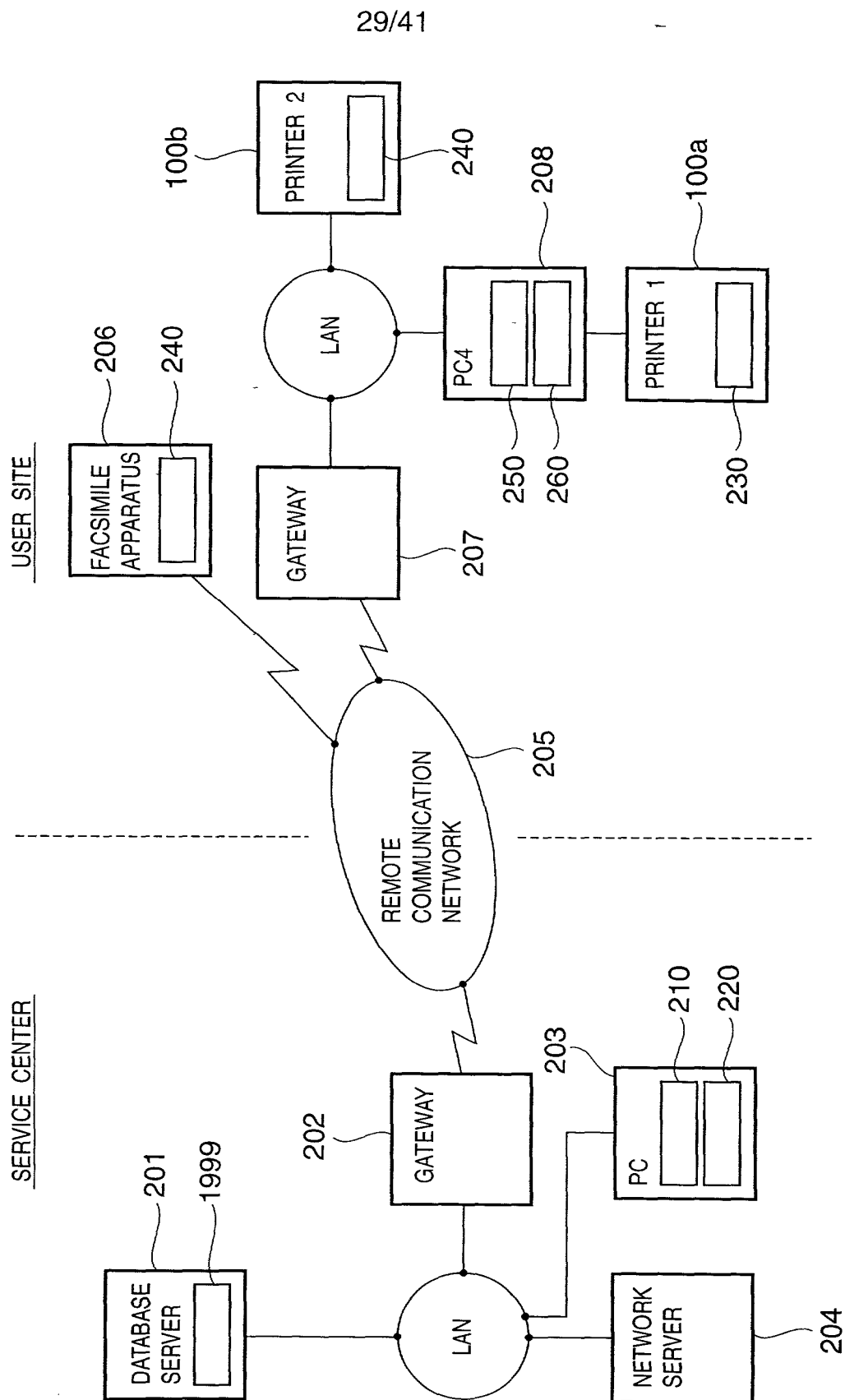


FIG. 30

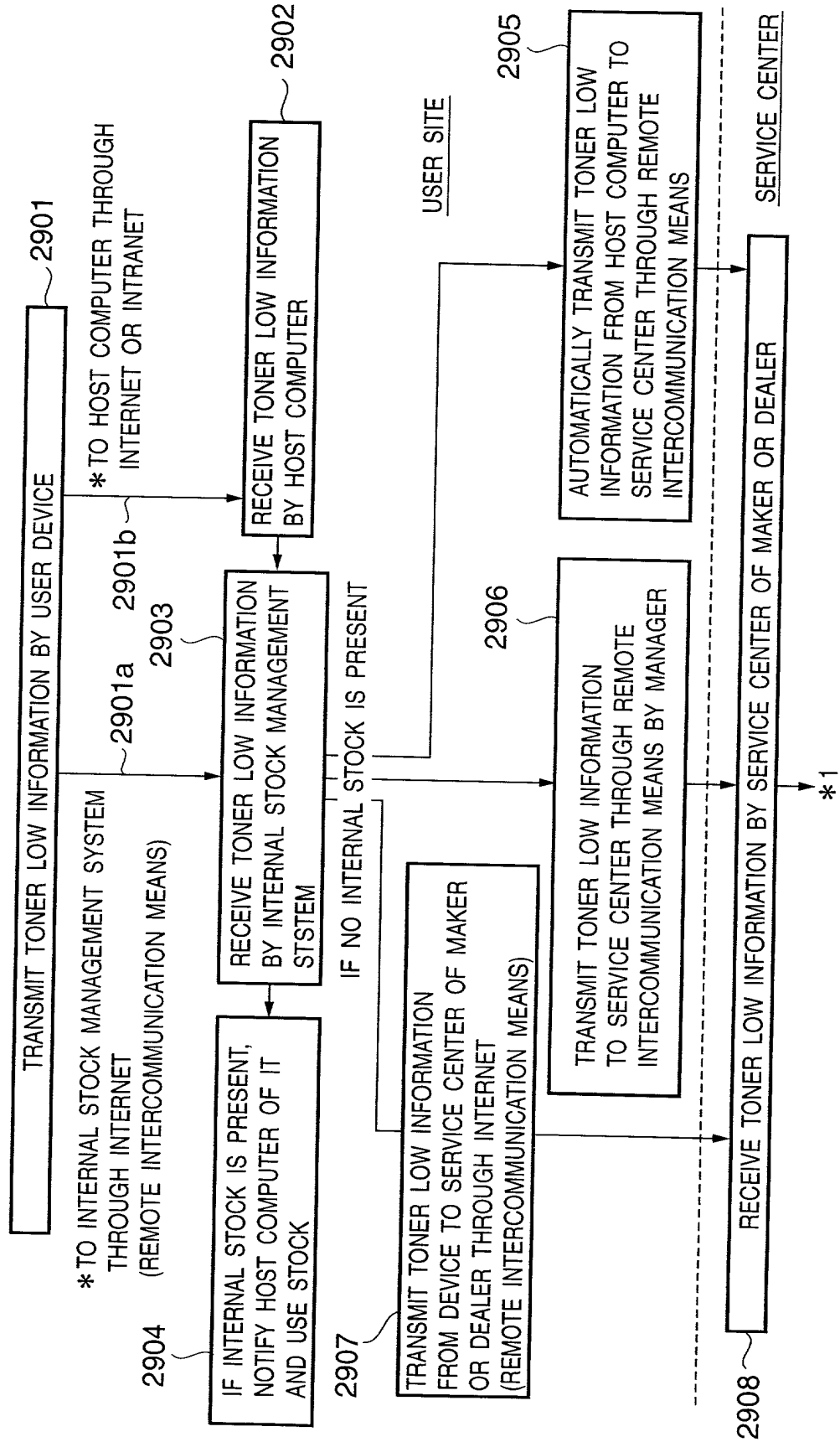


FIG. 31A

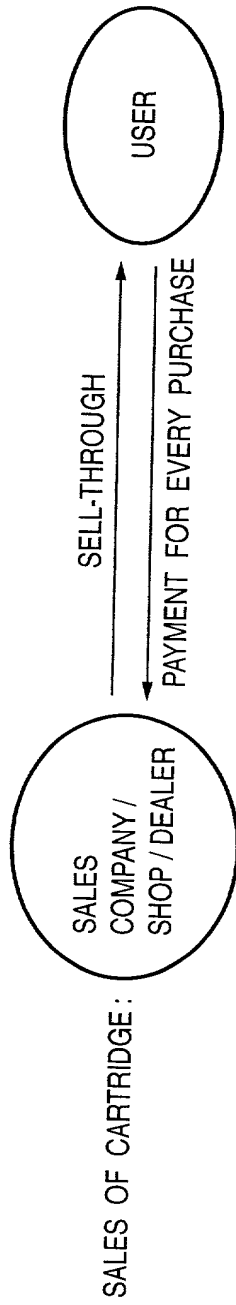


FIG. 31B

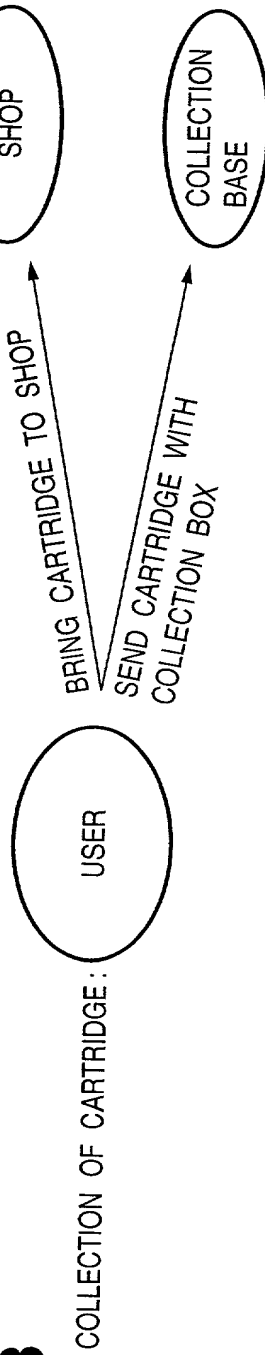
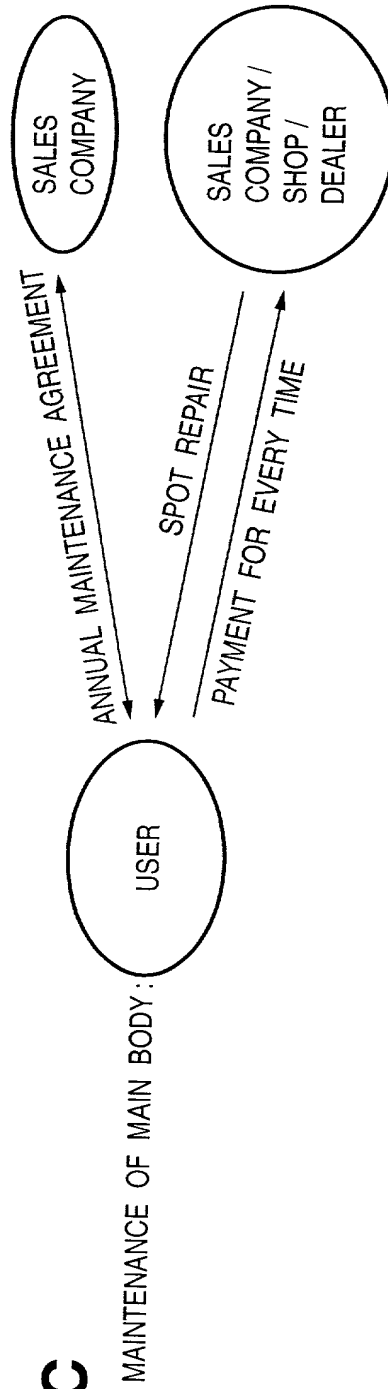
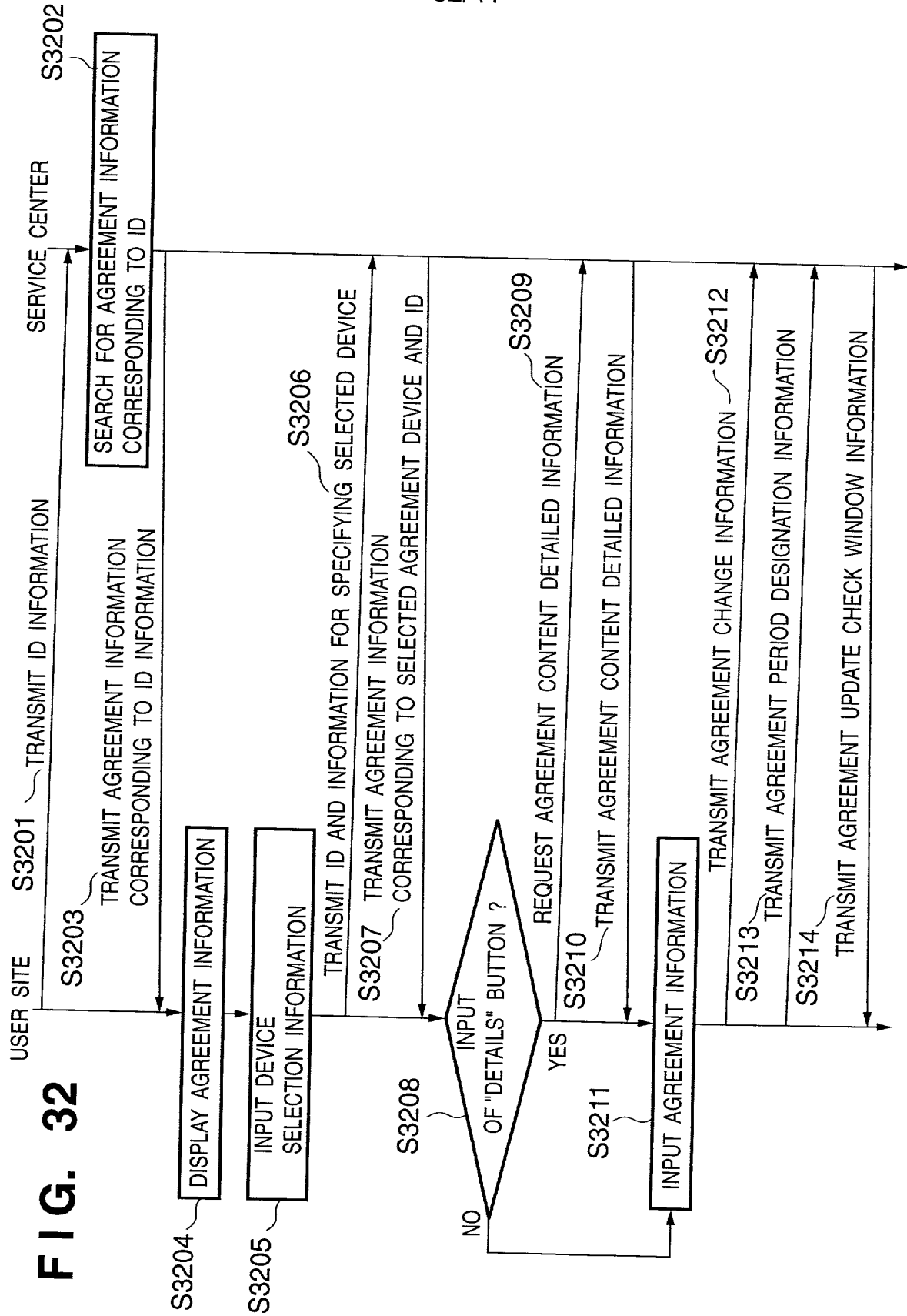


FIG. 31C







**FIG. 33**

3301      3302

○ ○ KK      DATE : DECEMBER 12, 2001

3303      CUSTOMER ID : × × × × ×

3305      IF YOU WANT AGREEMENT FOR PRINTER, PLEASE TURN  
ON BOXES ON LIST OF PRINTERS USED BELOW AND  
CLICK ON "NEXT"

3304	MODEL FOR AGREEMENT	AGREEMENT CONTENTS	3306
<input type="checkbox"/>	LBP-A1	BASIC MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/> 3307
<input checked="" type="checkbox"/>	LBP-A2	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>
<input type="checkbox"/>	LBP-B1	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>
<input type="checkbox"/>	LBP-B2	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>
<input type="checkbox"/>	LBP-B3	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>

3308      3309

FIG. 34

3401	3402	3403	3404	3405	3406	3407
PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01 ~ 2001/12/31
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01 ~ 2001/12/31
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01 ~ 2002/06/30
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01 ~ 2002/06/30
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01 ~ 2001/12/30

**FIG. 35**

3501      3502

○ ○ KK      DATE : DECEMBER 12, 2001

CUSTOMER ID : × × × × ×

3503

YOU HAVE "SPOT MAINTENANCE AGREEMENT" FOR  
LBP-A2 UNTIL DECEMBER 31, 2001

3504

IF YOU WANT TO CHANGE AGREEMENT, PLEASE TURN  
ON CHECK BOX CORRESPONDING TO NEW AGREEMENT  
CONTENTS.

IF YOU WANT TO CHECK AGREEMENT CONTENTS, PLEASE  
CLICK ON "DETAILS"

3505

☐ SPOT MAINTENANCE AGREEMENT      3506  
DETAILS      3507

☒ BASIC MAINTENANCE AGREEMENT      DETAILS

☐ COMPREHENSIVE MAINTENANCE AGREEMENT      DETAILS

CANCEL      NEXT

3508      3509

FIG. 36A

3601		3602		3603	
MAINTENANCE AGREEMENT SYSTEM		CHARGE FOR USE OF CARTRIDGE		CHARGE FOR REPAIR *1	
SPOT MAINTENANCE AGREEMENT		INCLUDED		PAY EXPENSE FOR EACH REPAIR	
BASIC MAINTENANCE AGREEMENT		INCLUDED		INCLUDED / UPPER LIMIT AMOUNT ACCORDING TO AGREEMENT PERIOD IS SET FOR EACH MODEL *2	
COMPREHENSIVE MAINTENANCE AGREEMENT		INCLUDED		INCLUDED / NO PARTICULAR UPPER LIMIT AMOUNT IS SET, AND ANY REPAIR IS DONE FREE	

\*1) CHARGE FOR REPAIR INCLUDES ALL EXPENSES FOR REPAIR, INCLUDING CHARGES FOR DISPATCH, REPAIR, AND COMPONENTS

\*2) UPPER LIMIT AMOUNT FOR EACH MODEL IS SHOWN IN TABLE BELOW

FIG. 36B

3604		3605	
MODEL	UPPER LIMIT AMOUNT (FOR SIX MONTHS)		
LBP-A	¥20,000		
LBP-B	¥30,000		
LBP-C	¥15,000		

**FIG. 37**

3701

3702

MODEL	UNIT PRICE PER PRINT FOR AGREEMENT CONTENTS		
	SPOT MAINTENANCE AGREEMENT	BASIC MAINTENANCE AGREEMENT	COMPREHENSIVE MAINTENANCE AGREEMENT
LBP-A	10 YEN	13 YEN	15 YEN
LBP-B	9 YEN	12 YEN	14 YEN
LBP-C	12 YEN	15 YEN	16 YEN
LBP-D	7 YEN	9 YEN	10 YEN

**FIG. 38**

○○ KK

DATE : DECEMBER 12, 2001

CUSTOMER ID : × × × × ×

TYPE OF AGREEMENT FOR LBP-A2 IS BEING CHANGED FROM  
"SPOT MAINTENANCE AGREEMENT" TO  
"BASIC MAINTENANCE AGREEMENT"

\* CURRENT AGREEMENT IS "SPOT MAINTENANCE AGREEMENT"  
UNTIL DECEMBER 31, 2001

PLEASE INPUT DESIRED AGREEMENT PERIOD

FROM JANUARY 1, 2002  
TO □ □ □ □ , 200□

RETURN OK

**FIG. 39**

3901      3902

○○ KK      DATE : DECEMBER 12, 2001

CUSTOMER ID : × × ×

CURRENT "SPOT MAINTENANCE AGREEMENT" WILL BE  
CHANGED TO "BASIC MAINTENANCE AGREEMENT"  
FROM JANUARY 1, 2002 TO JUNE 30, 2002.  
IF OK. PLEASE CLICK ON "OK" BUTTON

3903

RETURN      OK

3904      3905

**FIG. 40**

The screenshot displays a software window with a title bar (4001) and a menu bar (4002). The title bar contains two empty circles followed by the text "KK". The menu bar contains the text "DATE : DECEMBER 12, 2001". Below the menu bar, the text "CUSTOMER ID : X X X" is displayed. A central text box (4003) contains the message: "AGREEMENT FOR LBP-A2 HAS BEEN CHANGED. LBP-A2 HAS 'BASIC MAINTENANCE AGREEMENT' FROM JANUARY 1, 2002 TO JUNE 30, 2002." Below this text box, the instruction "TO PRINT NEW AGREEMENT CONDITIONS, PLEASE CLICK ON 'PRINT'" is shown. At the bottom of the window, there are two buttons: "END" (4004) and "PRINT" (4005).

4001

4002

○ ○ KK

DATE : DECEMBER 12, 2001

CUSTOMER ID : X X X

AGREEMENT FOR LBP-A2 HAS BEEN CHANGED.  
LBP-A2 HAS "BASIC MAINTENANCE AGREEMENT"  
FROM JANUARY 1, 2002 TO JUNE 30, 2002.

4003

TO PRINT NEW AGREEMENT CONDITIONS,  
PLEASE CLICK ON "PRINT"

END

4004

PRINT

4005



# FIG. 41

4108	4101	4102	4103	4104	4105	4106	4107
PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD	
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01 ~ 2001/12/31	
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01 ~ 2001/12/31	
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01 ~ 2002/06/30	
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01 ~ 2002/06/30	
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01 ~ 2001/12/31	
LBP-A2	BBBB	BASIC MAINTENANCE AGREEMENT	0 LEAVES	13 YEN	0	2002/01/01 ~ 2002/06/30	